

Passport Day in the USA

*Acceptance Agent's Tool Kit
March 28th National Acceptance Event*



Passport Day in the USA

Saturday, March 28th

What is Passport Day in the USA?

On Saturday, March 28, 2009 Passport Acceptance Facilities across the United States will be open to the public. This includes nearly all Postal Acceptance Facilities, many Non-Postal Acceptance Facilities and all Regional Passport Agencies. Regional Passport Agencies will be accepting customers without appointments for this day only.

What should my facility do on this day?

Help us make Passport Day in the USA a *special occasion* all over the United States by putting your creativity to the test! Whether you hang balloons outside your facility, dress up in your favorite travel outfit, or request the presence of your government and community leaders – we look forward to learning how you made your Passport Fair unique! After the event, we hope to see pictures of the special touches that made your facility's event a success!

How should I prepare for Passport Day USA?

The more services we can offer all over the country, the better, so ensure that your facility is properly staffed for this special event. If you have hosted Passport Fairs before, stick to what you know works! If this is your first Passport Fair or your first event outside of normal business hours, here are a few tips:

- Be prepared for crowds. They may not last throughout the entire day, but because many people work Monday-Friday, extra weekend hours often bring a crowd.
- Create a time-saving system that works for your facility. Have staff members available to answer passport questions in addition to those who are accepting passport applications. If you have a lobby or waiting area in your facility, have a few staff members available to look over the applications of waiting customers. These staff members can provide passport forms and pens to customers who need to complete an application, as well. These types of "screening" strategies will not only engage your customers, but ensure that applications are filled out completely and correctly, increasing the number of applications your facility is able to accept.
- Publicize your event. Within this kit, you'll find a "Things to Remember When Hosting a Passport Fair" checklist. One of the most important reminders on this list, is to send out a press release to local media. We have provided a Passport Day USA press release for your use, information handouts, and event flyers that will all help you muster up business on Passport Day USA if distributed prior to the event.

- Designate a facility spokesperson that is prepared to answer Passport Day USA, WHTI or general passport questions for the media. Sometimes a good old-fashioned crowd is enough to draw the curiosity of a reporter, so make sure you're ready!
- Give your customers a head start with passport photos by creating a list of the establishments nearest you that offer passport photo services. Better yet, include directions from your facility to those establishments, so customers in need can get their passport photos quickly and return to you with a complete application!

How will people know about Passport Day in the USA?

Let your community know ahead of time! Inside this kit you will find a press release that should be submitted to the local media in your area 5-7 days before the event. You will also find an event flyer that can be distributed to the public prior to the event, hung up around town or posted on your website.

In addition, the Department of State is working the Department of Homeland Security to publicize this event on a national level. We encourage you to set up interviews with local media sources prior to the event to encourage media coverage the day off.

Should we accept applications any differently on Passport Day USA?

No. Your facility should accept passport applications the same way as usual. Follow the same internal controls, fee schedule and mailing procedures as any other day.

Are there specific hours during which my facility should be open?

Official event hours are 10:00AM to 3:00PM. If your facility cannot accommodate these hours or wishes to be open for a longer period of time, be sure to notify your community and local media appropriately. Passport agencies will be open from 10:00AM to 3:00PM.

Can we hold our Passport Day USA event off-site?

To ensure the integrity of the acceptance process and the security of the passport applications that are accepted, you should not accept passport applications off-site.

When will people who apply on Passport Day USA receive their passport book or card in the mail?

Applications accepted on Passport Day USA will receive the same processing as application accepted on any other day. As of March 4th we are processing routine applications in **approximately 4 weeks** from the time of application and expedited applications, which include **overnight delivery** to and from the Passport Agency, in about **2-3 weeks** door-to-door. Refer your customers to Travel.State.Gov for more information about the current processing times.

**NEWS
FOR IMMEDIATE RELEASE**

(Date of Release)

PASSPORT DAY IN THE USA – MARCH 28, 2009

Press Contact:

(Your Designated Press Contact), (Title of Contact), (Name of Contact Organization), Tel: XXX-XXX-XXXX

The (Your Facility Name) is hosting a Passport Fair in (Your City), (Your State) on Saturday, March 28, 2009 from 10:00 am until 3:00 pm to provide passport information to U.S. citizens and to accept passport applications. The (Your Facility Name) is joining the Department of State in celebrating “Passport Day in the USA”, a national passport acceptance and outreach event.

On June 1, 2009, U.S. citizens must present a passport book, passport card, or other travel documents approved by the U.S. government to enter the United States from Canada, Mexico, the Caribbean and Bermuda at land borders and sea ports of entry.

Information on the cost and how to apply for a passport book and/or a passport card is available at travel.state.gov. U.S. citizens may also obtain passport information by phone, in English and Spanish, by calling the National Passport Information Center toll-free at 1-877-487-2778.

Event: Passport Day in the USA Passport Fair

Date: Saturday, March 28, 2009

Time: 10:00 am – 3:00 pm

Where: (Name of your facility)
(Street Address)
(City, State, Zip Code)

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Planning to travel outside of the United States?



Travel requirements are changing. Are you ready?

On June 1, 2009, U.S. citizens must present a passport book, passport card, or other travel documents approved by the U.S. government to enter the United States from Canada, Mexico, the Caribbean and Bermuda at land borders and sea ports of entry.

Want to learn more about the new travel requirements? Need to apply for your passport? Then please join us on

PASSPORT DAY IN THE USA

Date: March 28, 2008

Time: 10:00 am until 3:00 pm

Place: (Your Acceptance Facility Name)
(Facility Street Address)
(City, State, Zip Code)

For passport information, fees, and application forms, please visit Travel.State.Gov



Planning to travel outside of the United States? On June 1, 2009, travel requirements change. **Are you ready?** Learn more and apply for your U.S. passport on

PASSPORT DAY IN THE USA

Date: *March 28, 2008*

Time: *10:00 am until 3:00 pm*

Place: *(Your Acceptance Facility Name)
(Facility Street Address)
(City, State, Zip Code)*



For passport information, fees, and application forms, please visit Travel.State.Gov

Passport Day in the USA

Sticker Templates

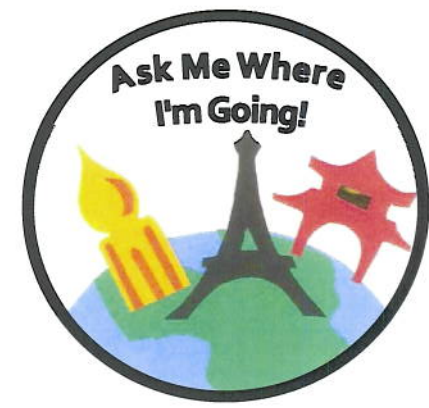
To help make Passport Day USA a fun event for all ages, we have created sticker templates that can be printed and handed out to your customers!

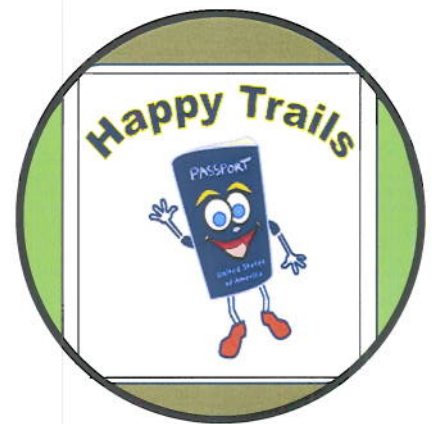
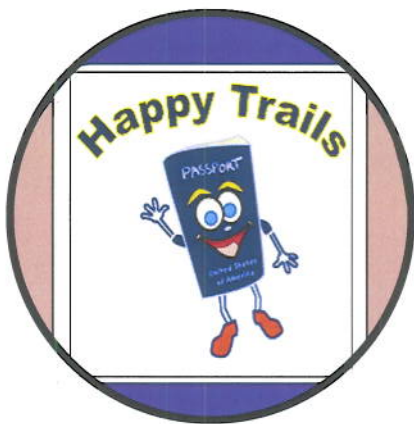
Pick your favorites or print them all! You will see stickers for staff members, stickers for children, patriotic stickers, and everything else in between. Additionally, you will find some stickers that contain a blank white space in the middle – these can be used as name tags for your employees. Using Word, just insert a text box in the open space and type your employees' names. If that doesn't work, simply print the stickers as they are and hand-write the names of your staff members in the white space.

These stickers were designed based on the dimensions of **Avery 5294 High Visibility Round Labels**. By purchasing just one box of labels for less than \$15, your facility can print and handout 600 stickers!

If you wish to print only your favorite stickers, simply right click on a sticker, select copy and select paste. Once you see the duplicate picture appear, drag it to one of the open boxes on page 3 or 4 of the same document. This will allow you to create full pages of only the stickers you wish to print. Please note, the "Official World Traveler" sticker, "Have Passport Will Travel" sticker, "Ask Me Where I'm Going" sticker and Passport Pal pictures on page 2 contain more than one design component. This means to move one of these stickers from its original location, you will need to select copy and paste a two or three times per sticker. If you paste a duplicate picture that appears to be missing a component, simply return to the original sticker and select copy and paste for each remaining design component. If all else fails, simply print the two pages that are provided below and let your customers choose their favorite!

Enjoy!





Passport Day in the USA

Things to Remember When Hosting a Passport Fair

✓ **Register your facility for Passport Day USA**

- E-mail your facility's name, address and phone number (optional) as well as your planned hours of operation on Passport Day USA to your regional CSM.

✓ **Plan to have your facility open on Saturday, March 28**

- Make the necessary arrangements to ensure that both your staff and the public will be able to gain access to your facility outside of normal business hours.
- Ensure the facility is fully operational (air conditioning, heating, etc.)

✓ **Create a plan for the day**

- Create an event plan that will help your facility manage crowds and effectively utilize staff
- Be sure that your event plan is in accordance with all internal control and security procedures outlined in the most recent edition of the *Passport Agents Reference Guide*.

✓ **Assemble your event staff**

- Be sure that the event plans is clearly communicated to your staff so they are prepared to assist customers during the event

✓ **Submit Press Release to local media 5-7 days before the event**

- Be sure to insert your facility's information on before sending
- Encourage local newspapers, radio stations and television stations to join you for the event

✓ **Distribute informational handouts and event flyers around your community (and in your facility)**

✓ **Organize supplies for the event**

- If your facility plans to hand out Passport Day USA stickers, information handouts, brochures, etc. be sure to prepare them in advance
- Be sure that your facility has enough of passport forms and writing utensils to serve your customers
- Prepare any local items that you would like to distribute on the day of the event (list of nearby places to obtain passport photos, money orders, etc.)
- Create any temporary signage you may need to direct customers on the day of the event

✓ **Open your doors on Saturday, March 28th and have a great time!**



TRAVEL DOCUMENTS FOR U.S. CITIZENS
Apply for one or both, it's your choice.

U.S. PASSPORT BOOK



Valid for international travel by air, sea or land.

Validity:

- 10 years for adults
- 5 years for minors under age 16

Size:

5" x 3 1/2" (when closed)

Cost for First Time Applicants:

- \$100 for adults
- \$85 for minors under age 16

Cost for U.S. Passport Book Renewal:

- \$75 for adults

U.S. PASSPORT CARD



Valid when entering the United States from Canada, Mexico, the Caribbean and Bermuda at land border crossings or sea ports-of-entry. Not valid for international travel by air.

Validity:

- 10 years for adults
- 5 years for minors under age 16

Size:

Wallet size

Cost for First Time Applicants:

- \$45 for adults
- \$35 for minors

Cost for U.S. Passport Card Renewal:

- \$20 for adults

Cost for First Time Applicants:

Adults: \$120
Minors: \$95

Save \$25 When You Apply For Both Documents at the Same Time

For additional passport information please visit our website, Travel.State.Gov.

Travel to Canada, Mexico,



the Caribbean, and Bermuda for U.S. Citizens

U.S. citizens traveling by air from Canada, Mexico, the Caribbean, and Bermuda must present a U.S. passport book when entering the United States.

Effective **June 1, 2009**, U.S. citizens must present a valid U.S. passport book, U.S. passport card, or other travel document approved by the Department of Homeland Security, when entering the United States from Canada, Mexico, the Caribbean, and Bermuda at land border crossings or sea ports-of-entry.

You can be ahead of the crowd by applying today for your U.S. passport book or U.S. passport card!

Applying for a passport book or passport card is easy. This brochure will help you determine whether to apply for a passport book or passport card (or both!) based on your travel needs. Complete information on how to apply for your passport and passport application forms can be found on our website, **Travel.State.Gov**. You may also receive passport information by

calling the National Passport Information Center at 1-877-487-2778.

Travel Documents

Passport Book

This familiar document will provide you with the identification and proof of citizenship to travel anywhere in the world, by any conveyance --- in other words, it can be used for all international air, land, and sea travel.



Passport Card

This new travel document can be used for entering the United States from Canada,



Mexico, the Caribbean, and Bermuda at land border crossings or sea ports-of-entry. **It cannot be used for international air travel.** The wallet-size passport card is convenient and less expensive than the passport book.



What You Will Need to Apply for Your Passport

Here are the items you will need to submit when applying for your passport book or passport card:

- Passport application form
 - Use Form DS-11 if you are applying for the first time or are under the age of 16.
 - Use Form DS-82 if you are age 16 or older and can submit your passport that was issued within the last 15 years.
- U.S. citizenship evidence
- Two color 2"x2" photos
- Passport fees

Where to Submit Your Application



If you are applying for your passport for the first time, or if you are under the age of 16, you must appear in person at one of our 9,400 passport acceptance facilities located throughout the United States. To find the location nearest to you, visit our website at Travel.State.Gov or call the National Passport Information Center at 1-877-487-2778.



Passport Processing Times

Currently, it will take about 4 weeks from the date of application to receive your passport book or passport card.

Expedited service can be requested for an additional \$60 for the passport book only. If you request expedited service, you can expect to receive your passport book in about 2 weeks from date of application.

Please note that processing times may vary during periods of high demand. For up-to-date processing times, please refer to Travel.State.Gov.

Passport Fees

U.S. Passport Book

Cost for First-time Applicants:

- \$100 for adults, age 16 and older

- \$85 for minors, under age 16

Cost for Renewal:

- \$75 for adults, age 16 and older

U.S. Passport Card

Cost for First-time Applicants:

- \$45 for adults, age 16 and older
- \$35 for minors, under age 16

Cost for Renewal:

- \$20 for adults, age 16 or older

Questions?

For more information visit
us online at

Travel.State.Gov

or call the

National Passport
Information Center

at

1-877-487-2778

TDD/TYY 1-888-874-7793

Automated Information

available 24 hours, 7 days a week.

Customer Service Representatives

are available to speak with you
Monday-Friday 8am-10pm, EST,
Excluding Federal Holidays.

Se Habla Español

U.S. DEPARTMENT OF STATE
BUREAU OF CONSULAR AFFAIRS

Apply For One



Apply For Both



Apply Now

to be Ahead of the Crowd!



Travel.State.Gov





Fact Sheet U.S. Passport Card



- The Department of State began full production of the new **U.S. Passport Card** in July, 2008. Through January 2009, we have issued over 820,000 passport cards.
- The **processing time** for passport cards is the same as for passport books – less than three weeks for routine service. Expedite service is not yet available for passport cards.
- The passport card was designed to meet the requirements of the **land and sea phase** of the Western Hemisphere Travel Initiative (WHTI) which becomes effective **June 2009**. The card meets the specific needs of U.S. border resident communities. It facilitates entry and expedites document processing at **U.S. land and sea ports-of-entry** when arriving from Canada, Mexico, the Caribbean and Bermuda.
- **The passport card is not valid for international travel by air.** The passport card may be used only at U.S. land and sea ports-of-entry when arriving from Canada, Mexico, the Caribbean and Bermuda.
- The card has the same **validity period** as a passport book: ten years for an adult (age 16 and older), five years for children age 15 and younger.

Applying for the Passport Card

- There are nearly 9,400 acceptance facilities across the country accepting passport card applications, including **300+** within 25 miles of the U.S.-Canada border, and over **120** within 25 miles of the U.S.-Mexico border. Locations of all acceptance facilities can be found at travel.state.gov/passport.
- First-time applicants will pay \$45 for adult cards and \$35 for children.
- If eligible, previous passport book holders can apply for their first passport card as a renewal by mail for a \$20 application fee.



RFID Technology & Security

- To facilitate the frequent travel of U.S. citizens living in border communities and to meet DHS's operational needs at land borders, the passport card contains a vicinity-read **radio frequency identification (RFID)** chip.
- **There is no personal information written to the RFID chip.** The chip points to a stored record in secure government databases.
- With RFID technology, Customs and Border Protection inspectors will be able to access photographs and other biographical information stored in **secure government databases** before the traveler reaches the inspection station.
- The passport card uses **state-of-the-art security features** to prevent against the possibility of counterfeiting and forgery. In addition, a **protective sleeve** is provided with each passport card to protect against unauthorized reading or tracking of the card when it is not in use.

travel.state.gov/passport